



MedStar Medicare Choice



2015 Medicare Advantage Plan

Quick Reference Guide

MedStar Health is committed to improving the health of our community. This guide will help familiarize you and your staff with the MedStar Medicare Choice plans and how they can positively impact your patients' health and well-being.

The MedStar Medicare Choice Difference

As a MedStar Medicare Choice Participating Provider, you play an important role in helping members of our community get well and live healthy lives.

Our plans bring enhanced health coverage and personalized care to Medicare beneficiaries. MedStar Medicare Choice offers three plans tailored to meet their needs:

- **MedStar Medicare Choice (HMO)** is a Medicare Advantage health plan available to those who have Medicare Part A and Part B and do not have End-Stage Renal Disease. It offers a \$0 monthly premium for comprehensive benefits that include coverage for vision exams and eyewear, preventive dental care and prescription drugs.
- **MedStar Medicare Choice Dual Advantage (HMO SNP)** is a dual special needs plan that offers coverage to those who have both Medicare and Medicaid and simplifies how they can manage their benefits. It offers a \$0 monthly premium for benefits that include transportation to and from medical appointments (24 one-way trips per year) and help paying for over-the-counter health products.
- **MedStar Medicare Choice Care Advantage (HMO SNP)** is a chronic special needs plan that caters to those with diabetes and/or chronic heart failure. The plan offers a \$0 monthly premium and members receive supplies at no cost to them to help manage their condition, and a personal care team to help coordinate appointments and treatment plans.

How These Plans Help Support You

Help Taking Care of Your Most Vulnerable

Your high-risk or recently discharged patients who have MedStar Medicare Choice can work with an interdisciplinary team of social workers, nurses, pharmacists and dietitians who will help coordinate their care. This increases the likelihood that patients understand their test results, take their prescribed medications and follow your orders. This team can also help set up follow-up appointments and coordinate information between the multiple providers that your patients might be seeing. This service will help reduce the burden on your nursing and office staff.

Reduce No-Show Appointments

Transportation benefits for some plans will increase the likelihood of your patients showing up for appointments. Also, the continual contact they have with their care team makes it more likely that they return to your office for follow-up appointments.

Reduce Administrative Burden

With no deductibles, there's no more hassle determining whether your patients met their deductibles at the beginning of the year. Plus, Care Advisors use MedStar's EMR to coordinate with physicians, reducing dependence on faxes and forms for ongoing management of high-risk or recently discharged patients (MedStar employed physicians only).

Frequently Asked Questions (FAQs)

What is MedStar Medicare Choice?

MedStar Medicare Choice is a brand of Medicare Advantage Part D plans offered by MedStar Family Choice, a Medicare Advantage Organization (MAO) that has a contract with the Centers for Medicare and Medicaid Services. MedStar Family Choice is a MedStar Health company. MedStar Medicare Choice plans include prescription drug coverage.

How is it different from Original Medicare?

MedStar Medicare Choice goes beyond Original Medicare to provide enrollees with patient-centered care within a network of nationally recognized providers. Members receive comprehensive, annual physicals at no cost to them and enjoy paying no deductibles or premiums, while providers benefit from reduced no-show appointments, increased administrative efficiency and improved patient adherence to care plans.

When will the plan be available?

Most Medicare beneficiaries may enroll from October 15 through December 7 for coverage that begins on January 1. Beneficiaries that have both Medicare and Medicaid are eligible to enroll in MedStar Medicare Choice Dual Advantage or change their Medicare Advantage plans at any time during the year for plans to become effective on the first day of the following month. Certain individuals with chronic heart failure and/or diabetes may enroll in MedStar Medicare Choice Care Advantage at any time during the year. MedStar Medicare Choice Care Advantage coverage for those individuals would begin on the first day of the following month, but only if they have not previously used their special election for either diabetes or chronic heart failure.

Speaking with Your Patients about Medicare Advantage

If you are interested in a member of our sales team conducting a seminar at your practice to educate patients about Medicare benefits, or if you would like to learn more about how to speak with your patients about Medicare benefits, please call **855-859-1715**.

If your patients are interested in enrolling in MedStar Medicare Choice, they can call **855-242-4870**.

Medicare Made Easier

MedStar Medicare Choice is built around enhanced care coordination that helps your practice run more efficiently. Our knowledgeable benefits team is here to help you and your staff quickly address any questions or concerns that you may have.

Laboratory Services

Providers may use any MedStar Health laboratory. A complete listing of locations is available online at **MedStarProviderNetwork.org**.

Radiology Services

Providers may use any MedStar Health facility. A complete listing of locations is available online at **MedStarProviderNetwork.org**.

Participating Hospitals

All MedStar Health hospitals participate in the plan. Check online at **MedStarProviderNetwork.org** for a list of additional participating hospitals.

All services may be subject to retrospective review to determine medical necessity.

- Possession of a MedStar Medicare Choice plan member ID card does not guarantee eligibility.
- To verify member eligibility, call Provider Services at **855-222-1042** or go online to **MedStarProviderNetwork.org**.

Claims Submission Address:

MedStar Claims, PO Box 1200, Pittsburgh, PA 15230-1200

Electronic Submission:

Payer ID 251MS

Member Services 855-222-1041

Care Advising 888-959-4033

**Medical Management/
Prior Authorization 855-242-4875**

Provider Services 855-222-1042
For Claims and Eligibility Inquiries, Member Benefits, Directory and Web Support

Routine Medical Transportation 855-859-1714
Applies only to MedStar Medicare Choice Dual Advantage and MedStar Medicare Choice Care Advantage plans

Provider Relations

For Credentialing/Re-credentialing or Practice Additions/Terminations/Address Changes. If calling about a claim issue that was not addressed by Provider Services, please provide the reference number.

Maryland Providers 410-933-3069

D.C. Providers (Option #5) 855-210-6203

Pharmacy (ESI) 855-266-0712

Routine Vision (Block Vision) 800-766-4393

Routine Dental (DentaQuest) 800-436-5288

Frequently Used Services Requiring Prior Authorization

Coverage for all services is governed by each member's benefit plan. For a complete list of services that require prior authorization, please visit [MedStarProviderNetwork.org](https://www.medstarprovidernetwork.org), then click on "Medical Management Forms" on the left side of the webpage. Or call **855-242-4875** for more information.

INPATIENT SERVICES

Hospital Admissions (elective and acute; excludes deliveries)*
Maternity admissions (beyond standard timeframes)*
Long-Term Acute Care (LTAC) Admissions*
Rehabilitation Facility Admissions*
Skilled Nursing Facility (SNF) Admissions*

OUTPATIENT SERVICES

Functional Electrical Stimulators
Genetic Testing for Long QT Syndrome
Molecular Susceptibility Testing for Breast Cancer and/or Ovarian Cancer (BRCA)
Ecotype DS Assay for Breast Cancer
Outpatient/Mobile Real Time Cardiac Surveillance
Repeat Esophagogastroduodenoscopy within 12 months
Wireless Capsule Endoscopy

SURGICAL PROCEDURES

Abdominoplasty/Panniculectomy
Breast Reduction (excluding reconstruction for breast cancer)
Extracranial Carotid Angioplasty with Stenting
Cochlear Implants and Osseointegrated Bone Stimulators (BAHA)
Dental Anesthesia
Implantable Miniature Telescope (IMT for Macular Degeneration)
Lumbar Laminectomy/Hemilaminectomy/Discectomy
Lumbar Spinal Fusion
Selective Internal Radiation Therapy (SIRT)
Total Ankle Replacement
Total Hip Replacement
Total Knee Replacement
Transplants (bone marrow, stem cell, and solid organ)
Transplant Evaluations (refer to Optum Complex Medical Conditions, 800-847-2050)
Ventricular Assist Devices
Vertebral Augmentation (Percutaneous Kyphoplasty)
Weight Reduction Surgery

MENTAL HEALTH / SUBSTANCE ABUSE

Behavioral Health Services/Substance Abuse Admissions
Partial Hospitalization and Intensive Outpatient Visits

DURABLE MEDICAL EQUIPMENT AND ANCILLARY SERVICES

Any DME item with a cost of \$5,000 or greater
DME Capped Rentals
Bone Growth Stimulators (non-invasive)
Continuous Glucose Monitoring (long term or interstitial)
Cranial Remolding Orthosis
External Insulin Pumps (for patients under 13 years old)
High Frequency Chest Wall Oscillating Device (formally called "ThAIRapyVest")
Lymphedema Pump and Appliances
Microprocessor Knee (C-Leg®)
Negative Pressure Wound Therapy
Nutritional Products
Parenteral Nutrition
Power Mobility Devices (PMDs)
Pressure Reducing Support Surfaces (groups 2 and 3)
Specialized Manual Wheelchairs
Wearable Cardiac Defibrillator
Wheelchair Accessories (includes seating, repairs, and replacement)

OTHER SERVICES

Ambulance, Ground Transportation (non-emergent)
Chiropractic Services (patients under 13 years old)
Clinical Trials
Experimental and Investigational Devices (HDE or IDE)
Injectable Drugs (in physician office; refer to Evolent Pharmacy Dept.)
Medicare Part B Rx Drugs (does not include vaccines)
Neurostimulator (trial and implantation)
Out-of-Network Services (non-urgent; HMO only)
Partial Hospitalization and Intensive Outpatient Visits
Prosthetic and related supplies
Proton Beam Therapy
Outpatient Lab Tests (excludes Capitated Labs)
Transcatheter Occluder (Amplatzer) for Atrial Septal Defect (ASD)/Ostium
Transcatheter Occluders (Amplatzer and Starflex) for Patent Foramen
Travel and Lodging for Organ Transplants (refer to Optum Complex Medical Conditions, 800-847-2050)

*Benefit Limits Apply